

Minutes of Board Meeting

January 13, 2016

10:00 a.m.

Present

David Connell
Jeff Wigington
Jeff Markey
Todd Cowan
Hubert Parker

Not Present

Anthony Heath
Dawn Cartee
Rachel Little

Present via teleconference was Lynda Coker. Also attending the meeting from the State Attorney General's Office was Ms. Amy Radley.

Establish Quorum/Call to Order

Chairman David Connell confirmed the presence of a quorum and called the meeting to order at 10:01 a.m.

Approval of Minutes

Chairman Connell called for a motion regarding the minutes from the December 2, 2015 board meeting. A motion was made by Hubert Parker to approve the regular meeting minutes as presented; Todd Cowan seconded the motion with unanimous approval by the remaining Board members.

Presentation

Mike Mitchell, Legislative Liaison, introduced guests from LifeLink of Georgia, the program that administers the organ donor program in Georgia. Last year, Representative Terry Rogers reached out to DDS for ideas on how the state could increase organ donation. DDS suggested a legislative change that would allow ID card holders to participate in the organ donor program. State law allows license holders to participate in the program, but the same privilege had never been extended to ID card holders. With this suggestion, Representative Rogers pre-filed a bill last legislative session that received overwhelming bi-partisan support, but died on Day 40. However, thanks to last-minute maneuvering, the language of the bill was attached to SB 100 in conference committee, passed, and enacted into law in April of 2015. Once rolled out, the organ donor registry grew by thousands at no cost to the state.

In December, LifeLink personally presented Governor Deal with a Certificate of Appreciation and wanted to do the same for DDS. Attending the Board meeting with LifeLink, was a family who shared their story of donating their son's organ. LifeLink representatives presented a plaque to DDS for our effort in increasing the donor registry.

Commissioner's Report

Deputy Commissioner Spencer Moore began by offering his regrets on behalf of Commissioner Mikell for not being able to attend today's meeting; he was attending the Governor's State of the State address.

Deputy Commissioner Moore then began by discussing the new secure and efficient procedure for Board members to receive documents electronically via OneDrive. All members at the meeting were pleased with this new implementation.

Deputy Commissioner Moore thanked the Board on behalf of the DDS staff for the cook-out in December. A PowerPoint presentation showed the fun and excitement of the staff as well as the Board members who were in attendance.

Deputy Commissioner Moore briefed the Board on the performance of the CSC's. December 29, 2015 was the busiest day ever with 26,212 transactions. We had well over 100,000 more transactions in December of 2015 than in December 2014, when we had over 242,000 transactions. For the month of December 2015, we had over 350,000 transactions. Our average statewide wait-time was 13 minutes and 27 seconds. For the month of December, 53 CSC's met the goal of serving 95% of our customers within 30 minutes or less.

Deputy Commissioner Moore briefed the Board on the recent "Safety Enforcement Award" presented to DDS by the Federal Motor Carrier Safety Administration (FMCSA). Georgia was one of two states to receive this award. DDS received this award for correcting all discrepancies between what DDS shows in our database for commercial drivers against what the Federal CDLIS database shows. In November 2014, we had over 12,000 CDL holders with convictions in other states that could not be added to their Georgia driver history via CDLIS because of errors. IT along with Regulatory Compliance, dedicated numerous hours to implement a new internal process to correct these errors. After using this new process, discrepancies with FMCSA are down to a zero error status. Georgia is one of only three states that have accomplished this status. DDS was recognized at the 2015 AAMVA/FMCSA CDL Coordinators/IT Conference for this accomplishment.

Kecia Bivins, Director of Regulatory Compliance, gave an update on the FMCSA annual audit conducted on November 30, 2015. The audit included a review of the CDL program and testing. There were over 150 categories audited with only one audit finding. The one audit finding will require a legislative change.

Deputy Commissioner Moore updated the Board on an idea suggested by Chairman Connell several months ago about why not see how your customers feel about the service the agency provides. Jeff Smith, Chief Information Officer, briefed the Board on the new auto-generated email to survey customers about their experience. The survey consists of seven questions with drop down choices.

Kevin Hamlett, Director of Contact Center and Help Desk, gave an overview and live demonstration of our new chat feature. There are two full-time agents, two back-up agents, one quality manager, and one operations manager all trained to assist customers. There is an average of 175 chats per day. Our average response time is 30 seconds to all customer inquiries.

Deputy Commissioner Spencer Moore gave an update on facilities. A PowerPoint presentation showed the opening day, January 12, 2016, of the new Atlanta CSC located at 400 Whitehall Street. There were more than 1,100 customers served at a 100% efficiency rate of 6 minutes and 37 seconds; the approximate wait-time at the prior location could be as high as 50 to 60 minutes. There was media coverage from WSB and CBS news stations broadcasting the opening of the new Atlanta CSC. The presentation also showed the latest update of the Dallas CSC. For the Sandy Springs location, we are still looking for property to lease in conjunction with the State Properties Commission.

Jeff Smith, Chief Information Officer, briefed the Board on the third goal of the agency's updated strategic plan for 2016 through 2020. (The first and second goals were presented at previous board meetings.) This goal is to increase Awareness and Use of Technology Options. Mr. Smith then explained the following three measurable objectives: Measureable Objective #1 - Increase the number of online services transactions from 68,384 in third quarter Fiscal Year 2015 to 200,000 by third quarter Fiscal Year 2020. Measureable Objective #2 – Increase the percentage of pre-visit transactions from 4.50% in fourth quarter Fiscal Year to 33.00% by fourth quarter 2020. Measureable Objective #3 – Increase the percentage of active drivers who have an online account from 20% (of 7.6M as of 5/1/15) in third quarter Fiscal Year 2015 to 50% by third quarter Fiscal Year 2020.

Tommy Grant, Deputy Director of Regulatory Compliance, updated the Board on the next three measureable objectives. Measureable Objective #4 – Increase CDL efficiencies and promote economic development by transitioning from zero testing management solutions in third quarter Fiscal Year 2014 to two by first quarter Fiscal Year 2020. Measureable Objective #5 – Increase the number of high schools and non-CDL third party testers that are approved to administer the online knowledge exam from zero in fourth quarter Fiscal Year 2014 to 50 by third quarter Fiscal Year 2020. Measureable Objective #6 – Increase the number of Regulatory Driver Safety and Regulatory Functions that electronically submit certificates completion, certification applications, and fees from fourth and third quarter Fiscal Year 2015 to 17 in third quarter Fiscal Year 2020.

Rules for Initial Approval

Angelique McClendon, General Counsel, reviewed the following rules:

- 375-3-1-.02** Applications and Supporting Documentation
- 375-5-5-.01** Organization
- 375-5-5-.02** Definitions
- 375-5-5-.03** For Hire License Endorsement Requirements
- 375-5-5-.04** Qualifications for Issuance of Chauffeur's Endorsement
- 375-5-5-.05** Suspension Revocation or Cancellation of a For Hire License Endorsement
- 375-5-5-.06** General Regulations

Todd Cowan motioned to approve the initial rules for adoption; Lynda Coker seconded the motion with unanimous approval by the remaining Board members.

Rule for Final Approval

Angelique McClendon, General Counsel, reviewed the following rule:

375-5-2-.18 Insurance and Safety Requirement Board

Jeff Wigington motioned to approve the final rule for adoption; Jeff Markey seconded the motion with unanimous approval by the remaining Board members.

Citizen Waiver

John Timothy Dean – He is seeking a Georgia driver's license. He is 44 years old. He is missing a citizenship document related to the former Immigration and Nationality Act. He has a copy of his birth certificate, a certified copy of an Entry Document for adoption, an application for Naturalization, a copy of his DD214, a Verification letter from Homeland Security, a copy of an I-797C receipt for replacement, a copy of an N-565 for replacement document, a military ID, and a US Department of Veteran Affairs document. Ms. Angelique McClendon stated that the department supports the approval of the waiver pursuant to USCIS regulations.

Jeff Markey motioned to approve the waiver; Lynda Coker seconded the motion with unanimous approval by the remaining Board members.

Johnny Eubanks – He is seeking a Georgia driver's license. He is 60 years old. He is missing a citizenship document related to the former Immigration and Nationality Act. He has a copy of his birth certificate, a copy of his father's birth certificate, a copy of his mother's birth certificate, a copy of his brother's birth certificate, a Georgia driver's license, and a Social Security card. Ms. Angelique McClendon stated that the department supports the approval of the waiver pursuant to USCIS regulations.

Todd Cowan motioned to approve the waiver; Lynda Coker seconded the motion with unanimous approval by the remaining Board members.

Richard Junior Faulk – He is seeking a Georgia driver's license. He is 67 years old. He is missing his birth certificate from North Carolina. He has a copy of Birth Not Found letter, a copy of his school record, a marriage certificate, a DD214, a copy of his son's obituary, a Florida driver's license, an affidavit from his mother, and his Social Security card. Ms. Angelique McClendon stated that the department supports the approval of the waiver request.

Jeff Wigington motioned to approve the waiver; Hubert Parker seconded the motion with unanimous approval by the remaining Board members.

Mentoria Gaddis – She is seeking a Georgia driver's license. She was in attendance for this board meeting. She is 75 years old. The name on her birth certificate (Meltora) is different from the name she's used throughout her life (Mentoria). She had a common law marriage to Mr. Gaddis beginning in 1960 which was recognized by the State of Ohio until 1991. She has a copy of her birth certificate, a copy of her school record, a warranty deed, a copy of her child's birth certificate, a Medicare card, a

copy of her tax return, an Ohio driver's license, a death certificate of her deceased common law husband, a utility bill, a copy of her mother's obituary, a Social Security statement, and a Social Security card. Ms. Angelique McClendon stated that the department supports the approval of the waiver request.

Hubert Parker motioned to approve the waiver; Todd Cowan seconded the motion with unanimous approval by the remaining Board members.

Emily Johnson - She is seeking an ID card. She is 92 years old. She is missing a copy of her marriage certificate. She has a copy of her birth certificate, a Medicare card, a New York ID card, a voting affidavit, a residency document and a Social Security card. Ms. Angelique McClendon stated the department supports the approval of the waiver.

Todd Cowan motioned to approve the waiver; Jeff Markey seconded the motion with unanimous approval by the remaining Board members.

Nicole Marshall – She is seeking a Georgia driver's license. She is 40 years old. She is missing her original Certificate of Naturalization. She has a copy of her marriage license, a Texas driver's license, a child support document, a Receipt of Certificate document, and a Social Security card. Ms. Angelique McClendon stated that the department supports the approval of the waiver because her citizen number was verified in SAVE.

Lynda Coker motioned to approve the waiver; Todd Cowan seconded the motion with unanimous approval by the remaining Board members.

Saundra Williams – She is seeking a Georgia driver's license. She is 68 years old. Her birth certificate is missing her first name. She has a copy of her birth certificate, a copy of her school records, a copy of her marriage certificate, a copy of her child's birth certificate, a New York driver's license, a copy of her motor vehicle records from Virginia, a Virginia driver's license, a copy of her husband's death certificate, a copy of her Social Security benefits statement, and a Social Security card. Ms. Angelique McClendon stated that the department supports the approval of the waiver because Ms. Williams has provided sufficient documentation to prove her first name is Saundra.

Jeff Markey motioned to approve the waiver; Lynda Coker seconded the motion with unanimous approval by the remaining Board members.

Driving School Waivers

Gwinnett Learning Center – The school is asking for a waiver under DDS rule 375-5-2-.18 which states that vehicles used for actual behind the wheel instruction shall be ten years old or less. This is their first waiver request. Ms. Angelique McClendon stated the department supports the approval of the waiver because this is their first request and traditionally we do approve the first request for two years.

Trinity Driver Education – The school is asking for a waiver under DDS rule 375-5-2-.18 which states that vehicles used for actual behind the wheel instruction shall be ten years old or less. This is their first waiver request. Ms. Angelique McClendon stated the department supports the approval of the waiver because this is their first request and traditionally we do approve the first request for two years.

Jeff Wigington motioned to approve the waiver for both driving both schools; Jeff Markey seconded the motions with unanimous approval by the remaining Board members.

New or Old Business

The next Board meeting will be held on February 10, 2016.

Adjournment

There was no further business to discuss; Chairman David Connell called for a motion to adjourn. A motion was made by Hubert Parker; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

Respectfully,

Jeff Wigington